



ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION  
OFFICE OF INTERGOVERNMENTAL SERVICES  
**VICTIM JUSTICE AND ASSISTANCE PROGRAM**  
VICTIMS OF CRIME ACT (VOCA)  
**QUARTERLY PERFORMANCE REPORT DEFINITIONS**

**DEFINITIONS:**

<b>Crisis Counseling</b>	Refers to in-person crisis intervention, emotional support, and guidance and counseling provided by advocates, counselors, mental health professionals or peers. Such counseling may occur at the scene of the crime, immediately after a crime, or be provided on an ongoing basis.
<b>Follow-up</b>	Refers to in-person contacts, telephone contacts, and written communications with victims to offer emotional support, provide empathetic listening, check on a victim's progress, etc.
<b>Therapy</b>	Refers to intensive professional psychological and/or psychiatric treatment for individuals, couples, and family members related to counseling to provide emotional support in crisis arising from the occurrence of crime. This includes the evaluation of mental health needs, as well as the actual delivery of psychotherapy.
<b>Group Treatment/Support</b>	Refers to the coordination and provision of supportive group activities and includes self-help, peer, social support, etc.
<b>Shelter/Safe house</b>	Refers to offering short and long term housing and related support services to victims and families following victimization.
<b>Information &amp; Referral (in-person)</b>	Refers to in-person contacts with victims during which time, services, and available support are identified.
<b>Criminal Justice Support/Advocacy</b>	Refers to support, assistance and advocacy provided to victims at any stage of the criminal justice process, to include post-sentencing services and support.
<b>Emergency Financial Assistance</b>	refers to cash outlays for transportation, food, clothing, emergency housing, etc.
<b>Emergency Legal Advocacy</b>	Refers to filing temporary restraining orders, injunctions, and other protective orders, elder abuse petitions, and child abuse petitions but does not include criminal prosecution or the employment of attorneys for non-emergency purposes, such as custody disputes, civil suits, etc.
<b>Assistance in Filing Compensation Claims</b>	Includes making the victim aware of the availability of crime victim compensation, assisting the victim in completing the required forms, gathering the needed documentation, etc. It also may include follow-up contact with the victim compensation agency of behalf of the victim.
<b>Personal Advocacy</b>	refers to assisting victims in securing rights, remedies, and services from other agencies; locating emergency financial assistance, intervening with employers, creditors, and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including workman's compensation, unemployment benefits, welfare, etc.; accompanying the victim to the hospital; etc.
<b>Telephone Contact (I&amp;R)</b>	Refers to contacts with victims during which time services and available support are identified. This does not include calls during which counseling is the primary function of the telephone call.
<b>Other</b>	Refers to other VOCA allowable services and activities not listed. Refer to the VOCA Program Guidelines: <a href="http://www.ojp.usdoj.gov/ovc/welcovc/scad/guides/vaguide.htm">http://www.ojp.usdoj.gov/ovc/welcovc/scad/guides/vaguide.htm</a> .